

Quality Improvement Committee Meeting December 18, 2013 9:30 am – 11:30 pm

AGENDA

I	Welcome and Introductions	Bertrand Levesque
II	Review of the Minutes	Bertrand Levesque
III	Announcements	Bertrand Levesque

Quality Improvement

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I	Parameters for Meds & Research Policy	Elizabeth Owens
II	Cultural Competency	Elizabeth Owens
III	PRO Ordering Material	Elizabeth Owens
	Survey on Access	Bertrand Levesque
V	Network of Care site.	Elizabeth Owens
VI Request to change Provider		Bertrand Levesque
VII Policy Updates		Elizabeth Owens
VII	I LGBT issues	Mary Crosby

Quality Assurance Liaison Meeting

I	Documentation Training	Gassia Ekizian
II	IBHIS	Bertrand Levesque
III	Audit LAC-USC	Gassia Ekizian
IV	Authorized Registered Nurse Training	Bertrand Levesque
V	Policy 104.09	Bertrand Levesque
VI	DHCS Audit Plan of Correction	Bertrand Levesque
VII	Letter to Providers re: Disallowance	Bertrand Levesque
VIII	Notice of Privacy Practice	Gassia Ekizian
IX	PHI – HIPAA	Bertrand Levesque

Other Issues

I Audits	Gassia Ekizian	
II Holiday Pot Luck	Bertrand Levesque	
III Announcements	All	
VI Adjournment	Bertrand Levesque	

Next Meeting: January 22, 2014 at Enki, 3208 Rosemead Blvd 2nd Floor, El Monte, Ca

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH Service Area 3 Quality Improvement Committee Meeting December 12, 2013

Gloria Santos	Almansor MH	Maelisa Hall	Maryvale
Sharon Scott	Arcadia MH	Karla Martinez	Maryvale
Lucia Lopez-Plunkett	Bienvenidos	Nicole Unrein	Pacific Clinics
Leslie Shrager	Children's Bureau	D. Chavez	Prototypes I-CAN
Paula Randle	David & Margaret	Jennifer Lomas	PUSD
Greg Tchakmakjian	DMH	Natasha Stebbins	PUSD
Bertrand Levesque	DMH	Gabriella Lacayo	Rosemary
Robin Washington	DMH	Rosalee Velasco	Rosemary
Elizabeth Townsend	DMH	Rebecca deKeyser	San Gab. Children's
Mary Crosby	DMH	Viola Bernal	Social Model
Martin Hernandez	DMH	Nely Meza-Andrade	SPIRITT
Nancy Uberto	D'Veal	Anna Milholland	The Family Center
Michelle Hernandez	ENKI	Stephanie Schneider	The Family Center
Windy Luna-Perez	Etti Lee	Elizabeth Owens	Tri-City MH
Gassia Ekizian	Foothill Family	Melody Taylor Stark	Tri-City MH
Stella Tam	Heritage Clinic	Lisa Tran	Tri-City MH
Beth Foster	Hillsides	Natalie Majors	Tri-City MH
G. Bonilla	Homes for Life		

WELCOME

Bertrand Levesque welcomed the group, followed by self-introductions.

SPECIAL AKNOWLEDGMENT

Elizabeth Owens and Gassia Ekizian were presented with a Special Acknowledgment Certificate, signed by Mr. Alfredo Larios (SA3 District Chief) and Dr. Bertrand Levesque (QIC Chair), for their outstanding ongoing contribution to SA3 QIC meeting.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted by Lisa Tran, and seconded by Robin Washington, with two corrections. Corrections will be made to the November 7, 2013 meeting minutes.

QUALITY IMPROVEMENT

<u>Parameters for Meds & Research Policy:</u> The Office of the Medical Director is in the process of revising policy 3.1 and 3.8. These policies will be revised and sent for expert review, before final distribution.

<u>Cultural Competency:</u> The Cultural Competency Committee met on December 11, 2013, which was the annual retreat meeting. Meetings are held every 2nd Wednesday of the month, 10th Floor. Contact: Sandra Chang-Ptasinski (schang@dmh.lacounty.gov • (213) 251-6851). The next meeting is January 8, 2014.

PRO Ordering Material: There are new procedures for ordering materials. Do not make any more requests for materials online. To order, please call Carol Lewis (213-738-2524) to make a verbal request. A representative from PR will contact you to follow up and fill your request. If you have questions, contact Martin or Tracy.

<u>Survey on ACCESS</u>: The *ACCESS Center Referrals* survey investigates if referrals are being misdirected and/or if appropriate agency information is on file. A survey is needed for each Reporting Unit within a Legal Entity. Surveys should be completed ASAP and either emailed to Mary Crosby.

<u>Network of Care Site</u>: The Los Angeles Network of Care site is an interactive portal website. The following sub sites are available on the portal: *Network of Care for Seniors and People with Disabilities, Network of Care for Mental Health, and Network of Care for Service Members, Veterans & Their Families.*The mental health site contains, nationwide news, an online library of articles, a searchable database, legislative information, and related links. The website address is: http://losangeles.networkofcare.org.

Request to change provider: It is important that your agency send all of the appropriate information regarding requests for change of provider into DMH. Quality Improvement will closely monitor to ensure that all agencies are complying with this process. Quality Improvement will contact agencies that are not in compliance with the process.

Policy Updates: Please review the Policy Updates Handout-Handout was disseminated, which listed policies updated since November 2013.

LGBTQ Issues: Please see the <u>California Reducing Disparities Project website</u>, for the 250-page report on "*Reducing Disparities for Lesbian, Gay, Bisexual, Transgender, Queer and Questioning Populations in California*". According to the website, an important aspect of reducing disparities is to ensure that sufficient training is provided for staff. This agenda item will be reviewed again, at a later date.

QUALITY ASSURANCE

Documentation Training: An updated "*Documentation Training*" list was distributed. Two corrections were made to the list: The Intern Documentation Training on December 19, 2013 is cancelled; the Basic Documentation in January is on the 16th, not the 15th.

IBHIS: Please review the handout that was distributed regarding procedure codes in IBHIS. Though modifiers will change, procedure codes will largely remain the same. The procedure codes manual will be modified to reflect these changes. More information will be provided as we move forward.

Audit LAC-USC: The recent audit had some significant findings. The primary issue was not establishing medical necessity for every day of service.

Encompassed in establishing medical necessity, is the importance to document specific symptoms, behaviors, impairments, frequency, duration, and lethality. In addition, it is critical to demonstrate how symptoms and behaviors impact daily functioning.

<u>Authorized Registered Nurse Training</u>: DMH will offer the final training in January for all nurses who have not been trained. This will be the last training, and will be for directly operated services only.

Policy 104.9: The policy has been revised and is awaiting approval. The new policy will be released sometime next year. A few changes to the policy will encompass QA Plans, Day Rehabilitation, and IBHIS.

<u>Letter to Providers re: Disallowance:</u> All agencies have been contacted via written correspondence for disallowances that need to be processed. Agencies will need to show verification of this.

Notice of Privacy Practice: A hand out of the updated DMH Notice of Privacy Practices was distributed. As of September 23, 2013, significant changes to HIPAA have been implemented. The changes were significant enough to warrant a need for materials to be reissued and for new changes to be posted in waiting rooms. Be advised: Auditors will visit agencies unannounced to verify compliance with requirement. Agency staff should be familiar will these updates.

<u>PHI – HIPAA:</u> It is important to ensure that staff maintain compliance with regulations regarding electronic mail and HIPPA. Improper transmissions of electronic PHI are considered HIPAA breaches and must be reported to the Department of Health and Human Services.

OTHER ISSUES

<u>Audits:</u> 11 Agencies were contacted to schedule a financial audit. The 2009/2010 fiscal year will be reviewed. There will be a 24 hour notification for records.

Announcements: Next month, agencies will continue with reporting on agency QI/QA processes.

Adjournment: Meeting was adjourned at 10:30am

Minutes recorded by: Natalie Majors-Stewart, Tri-City Mental Health

Minutes approved by: Bertrand Levesque, Gassia Ekizian, Elizabeth Owens

Quality Improvement Committee

Next Meeting: The next meeting will be January 22, 2013 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.